



**California Department of Public Health**  
 Center for Health Care Quality  
 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Complaints  
 Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**VOLUME**

|   | A   | B   | C   | D  |
|---|---|---|---|--|
| Reporting Period                        | Complaints Received During Reporting Period | Complaints Completed During Reporting Period (Regardless of Receipt Date) | Growth/Reduction in Open Complaints by Reporting Period | Open Complaints Remaining by Reporting Period Received |
| <b>Current State Fiscal Year</b>        |   |   |   |  |
| 2014-2015, Cumulative through Quarter 3 | 5,534                                       | 4,676   | 858   | 2,663  |
| <b>Previous State Fiscal Years</b>      |   |   |   |  |
| 2013-2014                               | 6,507                                       | 6,675   | -168  | 1,237  |
| 2012-2013                               | 6,412                                       | 6,737   | -325  | 546  |
| 2011-2012                               | 6,161                                       | 5,986   | 175   | 324  |
| <b>Totals</b>                           | <b>24,614</b>                               | <b>24,074</b>   | <b>540</b>  | <b>4903*</b>   |

This table identifies the number and growth or reduction in open complaints cases related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations considers a case completed when it has fully completed the investigation and documented the case as completed in its database.

**Table Notes:**

- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which the complaint was received.
- Column C shows the difference between complaints received and completed during the respective reporting period (C=A-B). When the value of Column C is positive, the number of open complaints increased during that reporting period. When the value of Column C is negative, the number of open complaints decreased.
- Column D shows the number of complaints received in a given reporting period that Field Operations has not completed as of the current reporting period. This does include some cases where the investigation has been fully completed, however the case may not have been completed in the database.

\*There are 133 open complaints received prior to Fiscal Year 2011-2012, for a total of 4903 (133 + 4770) open complaints as of April 1, 2015.



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Center for Health Care Quality  
Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Complaints  
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**TIMELINESS**

| Reporting Period                        | A   | B   | C                        |                 | D                        |     | E   |        |         |       | F   |        |         |      |
|---|---|---|--------------------------|-----------------|--------------------------|-----|---|--------|---------|-------|---|--------|---------|------|
|   | Complaints Received During Reporting Period | Complaints Completed During Reporting Period (Regardless of Receipt Date) | Immediate Jeopardy (IJ)  |                 | Non-Immediate Jeopardy   |     | Number of Complaints Completed During Reporting Period by Working Days from Receipt to Completion |        |         |       | Complaints Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed During Reporting Period |        |         |      |
|   |   |   | (24 hours)               |                 | (10 working days)        |     | ≤90   | 91-180 | 181-365 | >365  | ≤90   | 91-180 | 181-365 | >365 |
|   |   | Number Received   | Percent Initiated Timely | Number Received | Percent Initiated Timely |     |   |        |         |       |   |        |         |      |
| <b>Current State Fiscal Year</b>        |   |   |                          |                 |                          |     |   |        |         |       |   |        |         |      |
| 2014-2015, Cumulative through Quarter 3 | 5,534                                       | 4,676   | 401                      | 97%             | 4,923                    | 94% | 3,300   | 571    | 377     | 428   | 71%   | 12%    | 8%      | 9%   |
| <b>Previous State Fiscal Years</b>      |   |   |                          |                 |                          |     |   |        |         |       |   |        |         |      |
| 2013-2014                               | 6,507                                       | 6,675   | 347                      | 96%             | 5,796                    | 97% | 4,015   | 844    | 690     | 1,126 | 60%   | 13%    | 10%     | 17%  |
| 2012-2013                               | 6,412                                       | 6,737   | 226                      | 99%             | 5,671                    | 98% | 4,029   | 1,023  | 790     | 895   | 60%   | 15%    | 12%     | 13%  |
| 2011-2012                               | 6,161                                       | 5,986   | 237                      | 97%             | 5,480                    | 97% | 3,399   | 1,030  | 647     | 910   | 57%   | 17%    | 11%     | 15%  |

This table identifies how long it takes Licensing and Certification Program's Field Operations to initiate and complete complaint cases related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations considers a case complete when it has fully completed the investigation and documented the case as completed in its database.

**Table Notes:**

- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which the complaint was received.
- Columns C and D show the number of Immediate Jeopardy (IJ) complaints received, and the percentage of those received that Field Operations initiated within 24 hours during the respective reporting period. (This includes all complaints prioritized as level A by federal requirements upon intake.)
- Columns E and F show the number of Non-IJ (this includes all complaints prioritized as levels B-E by federal requirements upon intake) complaints received that require an investigation, and the percentage of those received that Field Operations initiated within 10 working days during the respective reporting period.
- Columns G through J show the range of days Field Operations took to complete open complaints during the reporting period (G+H+I+J=B).
- Columns K through N show the percentage of open complaints that Field Operations completed within specific ranges of days during the reporting period (K=G/B, L=H/B, M=I/B, N=J/B). Numbers may not add to 100 due to rounding.

\*Health and Safety Code section 1420(a)(1) requires the onsite investigation of a complaint that involves imminent danger of death or serious bodily harm to be initiated within 24 hours of receipt; and requires investigation of a complaint that does not involve a threat of immediate danger of death or serious bodily harm to be initiated within 10 working days.



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Center for Health Care Quality  
Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Complaints  
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**DISPOSITION**

|   | A   | B   | C                          | D                        | E  | F   | G  | H   |
|---|---|---|----------------------------|--------------------------|--|---|--|---|
| Reporting Period                        | Complaints Received During Reporting Period | Complaints Completed During Reporting Period (Regardless of Receipt Date) | Unsubstantiated Complaints | Substantiated Complaints | Substantiated Complaints as a Percentage of Total Complaints Completed | Total Deficiencies for All Substantiated Complaints | Average Deficiencies per Substantiated Complaint | Number of Complaints Referred to Other Entities |
| <b>Current State Fiscal Year</b>        |   |   |                            |                          |  |   |  |   |
| 2014-2015, Cumulative through Quarter 3 | 5,534                                       | 4,676   | 2,543                      | 1,891                    | 40%  | 2,471   | 1.31   | 299   |
| <b>Previous State Fiscal Years</b>      |   |   |                            |                          |  |   |  |   |
| 2013-2014                               | 6,507                                       | 6,675   | 3,435                      | 2,788                    | 42%  | 3,373   | 1.21   | 242   |
| 2012-2013                               | 6,412                                       | 6,737   | 3,220                      | 2,976                    | 44%  | 3,183   | 1.07   | 188   |
| 2011-2012                               | 6,161                                       | 5,986   | 2,951                      | 2,583                    | 43%  | 3,042   | 1.18   | 136   |
| <b>Totals</b>                           | 24,614                                      | 24,074  | 12,149                     | 10,238                   | 43%  | 12,069  | 1.18   | 865   |

This table identifies the disposition of completed complaint investigations related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations may identify one or more deficiencies (violations of statutory or regulatory requirements) for a "substantiated" complaint.

**Table Notes:**

- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the complaint.
- Columns C and D show the number of unsubstantiated and substantiated complaints completed in a given reporting period.
- Column E shows the number of substantiated complaints completed as percentage of all complaints completed in a given reporting period (E=D/B.)
- Column F shows the number of deficiencies Field Operations issued for all complaints completed in a given reporting period. This is a preliminary count, final numbers will be published Q4.
- Column G shows the average number of deficiencies for each substantiated complaint in a given reporting period (G=F/D.)
- Column H shows the number of complaints received in the given reporting period for which the system shows Field Operations referred the complaint to an outside entity. These figures are likely understated as a result of inconsistent data entry.

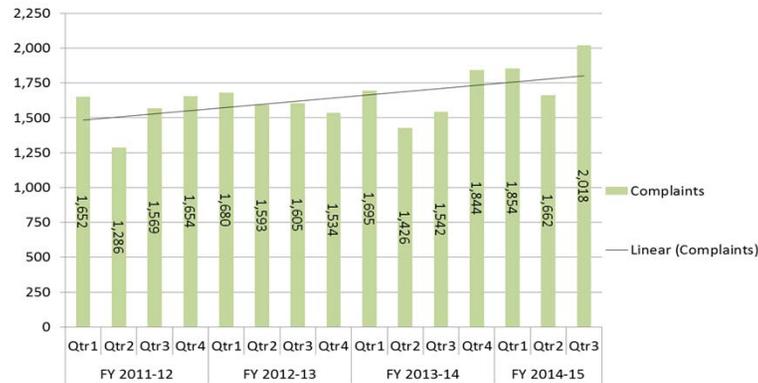


**California Department of Public Health**  
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**Field Operations**  
Long-Term Care Health Facility Complaints

Data as of **March 31, 2015** (Cumulative through Quarter 3, SFY 2014-15)

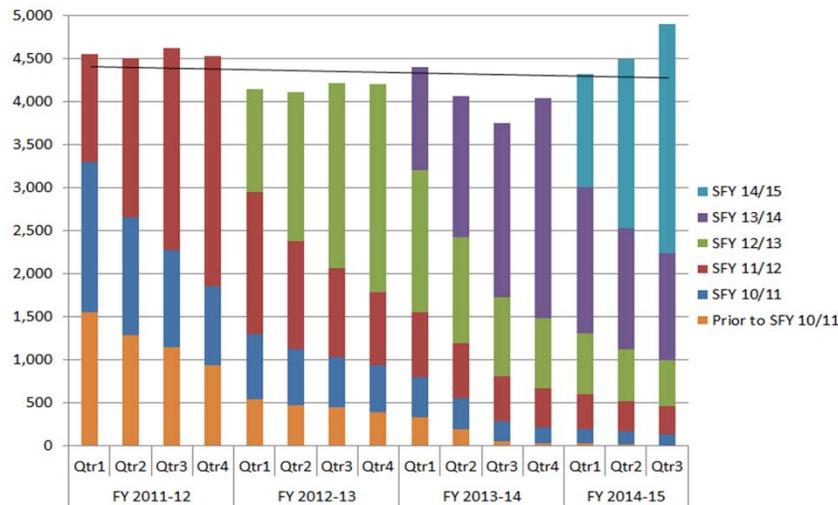
**Complaints Received**



**Complaints Completed**



**Open Complaints**



**Summary:** Recent trends show an increase in the number of complaints that Field Operations has received, and a slight increasing trend in the number of complaints that are being completed. Though the 15 quarter trend indicates the number of open complaints at the end of each quarter is decreasing, CHCQ notes that the number of open complaints has grown in each of the past 4 quarters. This is in large part attributable to the increase in the number of complaints received compared to the relatively stable number of complaints completed. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

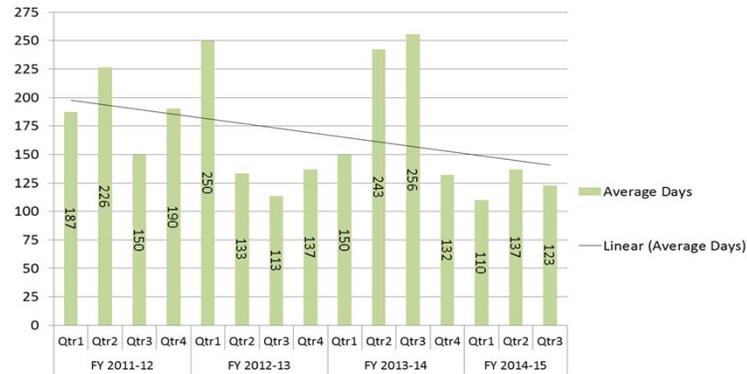


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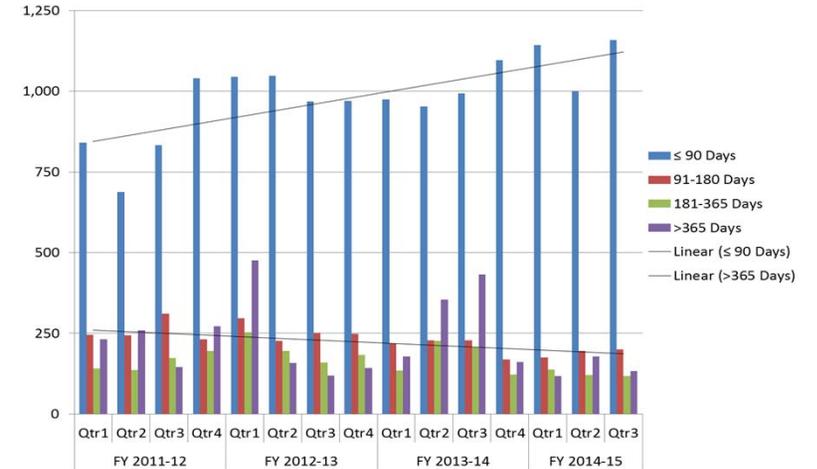
**Field Operations**  
Long-Term Care Health Facility Complaints

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**Average Days from Complaint Receipt to Completion**



**Complaints Completed by Intervals**



**Summary:** The “Average Days from Complaint Receipt to Completion” chart shows a steadily declining trend in the average number of business days it takes to complete a complaint.

The “Complaints Completed by Intervals” chart shows the number of cases completed by interval (<90 days, 91-180 days, 181-365 days, >365 days.) There is an increasing trend in the number of cases completed in less than 90 days, and a decreasing trend in the number of cases completed in more than 365 days. Quarters that have the greatest number of complaints completed in the >365 day interval also have the highest average days from receipt to completion of the complaint.



**California Department of Public Health**  
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**Field Operations**  
Long-Term Care Health Facility Complaints by District Office  
 Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**VOLUME**

|                             | A   | B   | C   | D               |
|-----------------------------|---|---|---|-----------------|
| District Office / Statewide | Complaints Received During Reporting Period | Complaints Completed During Reporting Period (Regardless of Receipt Date) | Growth/Reduction in Open Complaints by Reporting Period | Open Complaints |
| <b>California</b>           | <b>5,534</b>                                | <b>4,676</b>  | <b>858</b>  | <b>4,903</b>    |
| Bakersfield                 | 228   | 211   | 17  | 66              |
| Chico                       | 210   | 123   | 87  | 196             |
| East Bay                    | 386   | 376   | 10  | 91              |
| Fresno                      | 299   | 279   | 20  | 96              |
| Los Angeles County          | 1,300                                       | 759   | 541   | 2,731           |
| Orange County               | 168   | 165   | 3   | 39              |
| Riverside                   | 332   | 405   | -73   | 129             |
| Sacramento                  | 433   | 438   | -5  | 95              |
| San Bernardino              | 344   | 365   | -21   | 91              |
| San Diego North             | 316   | 314   | 2   | 142             |
| San Diego South             | 342   | 214   | 128   | 269             |
| San Francisco               | 214   | 256   | -42   | 200             |
| San Jose                    | 241   | 204   | 37  | 71              |
| Santa Rosa/Redwood Coast    | 260   | 262   | -2  | 298             |
| State Facilities Section    | 275   | 135   | 140   | 331             |
| Ventura                     | 186   | 170   | 16  | 58              |



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**TIMELINESS**

| District Office / Statewide | A   | B   | C                        |            | D                      |            | E   |            |            |            | F  |            |           |           | G   | H                              | I | J | K |  |  |  | L | M | N | O | P |
|-----------------------------|---|---|--------------------------|------------|------------------------|------------|---|------------|------------|------------|--|------------|-----------|-----------|---|--------------------------------|---|---|---|--|--|--|---|---|---|---|---|
|                             | Complaints Received During Reporting Period | Complaints Completed During Reporting Period (Regardless of Receipt Date) | Immediate Jeopardy (IJ)  |            | Non-Immediate Jeopardy |            | Number of Complaints Completed During Reporting Period by Working Days from Receipt to Completion |            |            |            | Complaints Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed During |            |           |           | Avg Days to Complete Complaints During Reporting Period | Average Age of Open Complaints |   |   |   |  |  |  |   |   |   |   |   |
|                             |   |   | (24 hours)               |            | (10 working days)      |            | ≤90   | 91-180     | 181-365    | >365       | ≤90  | 91-180     | 181-365   | >365      |   |                                |   |   |   |  |  |  |   |   |   |   |   |
| Number Received             | Percent Initiated Timely                    | Number Received   | Percent Initiated Timely |            |                        |            |   |            |            |            |  |            |           |           |   |                                |   |   |   |  |  |  |   |   |   |   |   |
| <b>California</b>           | <b>5,534</b>                                | <b>4,676</b>  | <b>401</b>               | <b>97%</b> | <b>4,923</b>           | <b>94%</b> | <b>3,300</b>  | <b>571</b> | <b>377</b> | <b>428</b> | <b>71%</b>   | <b>12%</b> | <b>8%</b> | <b>9%</b> | <b>122</b>  | <b>255</b>                     |   |   |   |  |  |  |   |   |   |   |   |
| Bakersfield                 | 228   | 211   | 22                       | 100%       | 199                    | 95%        | 193   | 13         | 4          | 1          | 91%  | 6%         | 2%        | 0%        | 49  | 29                             |   |   |   |  |  |  |   |   |   |   |   |
| Chico                       | 210   | 123   | 31                       | 94%        | 173                    | 98%        | 64  | 43         | 14         | 2          | 52%  | 35%        | 11%       | 2%        | 102   | 118                            |   |   |   |  |  |  |   |   |   |   |   |
| East Bay                    | 386   | 376   | 3                        | 100%       | 357                    | 94%        | 353   | 22         | 1          | 0          | 94%  | 6%         | 0%        | 0%        | 38  | 35                             |   |   |   |  |  |  |   |   |   |   |   |
| Fresno                      | 299   | 279   | 53                       | 89%        | 223                    | 91%        | 235   | 36         | 7          | 1          | 84%  | 13%        | 3%        | 0%        | 50  | 48                             |   |   |   |  |  |  |   |   |   |   |   |
| Los Angeles County          | 1,300                                       | 759   | 164                      | 99%        | 1,103                  | 89%        | 290   | 148        | 137        | 184        | 38%  | 19%        | 18%       | 24%       | 250   | 352                            |   |   |   |  |  |  |   |   |   |   |   |
| Orange County               | 168   | 165   | 0                        | 0%         | 160                    | 98%        | 160   | 5          | 0          | 0          | 97%  | 3%         | 0%        | 0%        | 38  | 25                             |   |   |   |  |  |  |   |   |   |   |   |
| Riverside                   | 332   | 405   | 16                       | 100%       | 307                    | 97%        | 271   | 40         | 64         | 30         | 67%  | 10%        | 16%       | 7%        | 123   | 105                            |   |   |   |  |  |  |   |   |   |   |   |
| Sacramento                  | 433   | 438   | 48                       | 100%       | 383                    | 96%        | 426   | 12         | 0          | 0          | 97%  | 3%         | 0%        | 0%        | 39  | 57                             |   |   |   |  |  |  |   |   |   |   |   |
| San Bernardino              | 344   | 365   | 26                       | 100%       | 316                    | 92%        | 310   | 24         | 2          | 29         | 85%  | 7%         | 1%        | 8%        | 101   | 36                             |   |   |   |  |  |  |   |   |   |   |   |
| San Diego North             | 316   | 314   | 9                        | 89%        | 301                    | 96%        | 224   | 75         | 14         | 1          | 71%  | 24%        | 4%        | 0%        | 71  | 113                            |   |   |   |  |  |  |   |   |   |   |   |
| San Diego South             | 342   | 214   | 0                        | 0%         | 324                    | 99%        | 127   | 57         | 29         | 1          | 59%  | 27%        | 14%       | 0%        | 96  | 101                            |   |   |   |  |  |  |   |   |   |   |   |
| San Francisco               | 214   | 256   | 0                        | 0%         | 208                    | 96%        | 132   | 40         | 31         | 53         | 52%  | 16%        | 12%       | 21%       | 260   | 342                            |   |   |   |  |  |  |   |   |   |   |   |
| San Jose                    | 241   | 204   | 2                        | 100%       | 232                    | 98%        | 201   | 0          | 0          | 3          | 99%  | 0%         | 0%        | 1%        | 39  | 23                             |   |   |   |  |  |  |   |   |   |   |   |
| Santa Rosa/Redwood Coast    | 260   | 262   | 20                       | 95%        | 230                    | 96%        | 96  | 33         | 61         | 72         | 37%  | 13%        | 23%       | 27%       | 234   | 203                            |   |   |   |  |  |  |   |   |   |   |   |
| State Facilities Section    | 275   | 135   | 3                        | 67%        | 230                    | 96%        | 61  | 13         | 12         | 49         | 45%  | 10%        | 9%        | 36%       | 224   | 178                            |   |   |   |  |  |  |   |   |   |   |   |
| Ventura                     | 186   | 170   | 4                        | 75%        | 177                    | 97%        | 157   | 10         | 1          | 2          | 92%  | 6%         | 1%        | 1%        | 52  | 27                             |   |   |   |  |  |  |   |   |   |   |   |



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 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Complaints by District Office  
 Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**DISPOSITION**

|                             | A   | B  | C                          | D                        | E  | F   | G  | H   |
|-----------------------------|---|--|----------------------------|--------------------------|--|---|--|---|
| District Office / Statewide | Complaints Received During Reporting Period | Complaints Completed During Reporting Period | Unsubstantiated Complaints | Substantiated Complaints | Substantiated Complaints as a Percentage of Total Complaints Completed | Total Deficiencies for All Substantiated Complaints | Average Deficiencies per Substantiated Complaint | Number of Complaints Referred to Other Entities |
| <b>California</b>           | <b>5,534</b>                                | <b>4,676</b>                                 | <b>2,543</b>               | <b>1,891</b>             | <b>40%</b>   | <b>2,471</b>  | <b>1.31</b>                                      | <b>299</b>                                      |
| Bakersfield                 | 228   | 211  | 96                         | 107                      | 51%  | 74  | 0.69   | 7   |
| Chico                       | 210   | 123  | 34                         | 82                       | 67%  | 234   | 2.85   | 32  |
| East Bay                    | 386   | 376  | 156                        | 191                      | 51%  | 198   | 1.04   | 2   |
| Fresno                      | 299   | 279  | 159                        | 93                       | 33%  | 103   | 1.11   | 7   |
| Los Angeles County          | 1,300                                       | 759  | 458                        | 265                      | 35%  | 565   | 2.13   | 61  |
| Orange County               | 168   | 165  | 55                         | 101                      | 61%  | 188   | 1.86   | 5   |
| Riverside                   | 332   | 405  | 284                        | 107                      | 26%  | 177   | 1.65   | 12  |
| Sacramento                  | 433   | 438  | 202                        | 227                      | 52%  | 217   | 0.96   | 34  |
| San Bernardino              | 344   | 365  | 209                        | 148                      | 41%  | 47  | 0.32   | 6   |
| San Diego North             | 316   | 314  | 227                        | 82                       | 26%  | 70  | 0.85   | 2   |
| San Diego South             | 342   | 214  | 106                        | 90                       | 42%  | 72  | 0.80   | 3   |
| San Francisco               | 214   | 256  | 152                        | 91                       | 36%  | 33  | 0.36   | 9   |
| San Jose                    | 241   | 204  | 104                        | 92                       | 45%  | 133   | 1.45   | 1   |
| Santa Rosa/Redwood Coast    | 260   | 262  | 123                        | 128                      | 49%  | 188   | 1.47   | 6   |
| State Facilities Section    | 275   | 135  | 79                         | 23                       | 17%  | 11  | 0.48   | 0   |
| Ventura                     | 186   | 170  | 99                         | 64                       | 38%  | 161   | 2.52   | 112   |



**California Department of Public Health**  
Center for Health Care Quality  
Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Entity Report Incidents (ERIs)  
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**VOLUME**

|   | A                                     | B   | C   | D  |
|---|---------------------------------------|---|---|--|
| Reporting Period                        | ERIs Received During Reporting Period | ERIs Completed During Reporting Period (Regardless of Receipt Date) | Growth/Reduction in Open ERIs by Reporting Period | Open ERIs Remaining by Reporting Period Received |
| <b>Current State Fiscal Year</b>        |                                       |   |   |  |
| 2014-2015, Cumulative through Quarter 3 | 14,754                                | 13,530  | 1,224   | 5,053  |
| <b>Previous State Fiscal Years</b>      |                                       |   |   |  |
| 2013-2014                               | 19,589                                | 20,905  | -1,316  | 2,058  |
| 2012-2013                               | 20,291                                | 21,022  | -731  | 546  |
| 2011-2012                               | 20,520                                | 21,769  | -1,249  | 103  |
| <b>Totals</b>                           | <b>75,154</b>                         | <b>77,226</b>   | <b>-2,072</b>                                     | <b>7783*</b>                                     |

This table identifies the number and growth or reduction in open ERIs reported by Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations considers a case completed when it has fully completed the investigation and documented the case as completed in its database.

**Table Notes:**

- Column A shows the number of new ERIs Field Operations received during the respective reporting period.
- Column B shows the number of ERIs Field Operations completed during the respective reporting period, regardless of the reporting period in which the ERIs was received.
- Column C shows the difference between ERIs received and completed during the respective reporting period (C=A-B). When the value of Column C is positive, the number of open ERIs increased during that reporting period. When the value of Column C is negative, the number of open ERIs decreased.
- Column D shows the number of ERIs received in a given reporting period that Field Operations has not completed as of the current reporting period. This does include some cases where the investigation has been fully completed, however the case may not have been completed in the database.

\*There are 23 open ERIs received prior to Fiscal Year 2011-2012, for a total of 7783 (7760 + 23) open ERIs as of April 1, 2015.



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Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Entity Reported Incidents (ERIs)  
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**TIMELINESS**

| Reporting Period                        | A                                     | B   | C                       |     | D                        | E   |                          |       |        | F   | G      | H       | I    |   |      |     | J      | K   | L      |         |      |
|---|---------------------------------------|---|-------------------------|-----|--------------------------|---|--------------------------|-------|--------|-----|--------|---------|------|---|------|-----|--------|-----|--------|---------|------|
|   | ERIs Received During Reporting Period | ERIs Completed During Reporting Period (Regardless of Receipt Date) | Immediate Jeopardy (IJ) |     | Percent Initiated Timely | Number of ERIs Completed During Reporting Period by Working Days from Receipt to Completion |                          |       |        | ≤90 | 91-180 | 181-365 | >365 | ERIs Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed During Reporting Period |      |     |        | ≤90 | 91-180 | 181-365 | >365 |
|   |                                       |   | (24 hours)              |     |                          | Number Received   | Percent Initiated Timely | ≤90   | 91-180 |     |        |         |      | 181-365   | >365 | ≤90 | 91-180 |     |        |         |      |
| <b>Current State Fiscal Year</b>        |                                       |   |                         |     |                          |   |                          |       |        |     |        |         |      |   |      |     |        |     |        |         |      |
| 2014-2015, Cumulative through Quarter 3 | 14,754                                | 13,530  | 352                     | 97% | 10,439                   | 1,309   | 1,269                    | 513   | 77%    | 10% | 9%     | 4%      |      |   |      |     |        |     |        |         |      |
| <b>Previous State Fiscal Years</b>      |                                       |   |                         |     |                          |   |                          |       |        |     |        |         |      |   |      |     |        |     |        |         |      |
| 2013-2014                               | 19,589                                | 20,905  | 303                     | 96% | 14,265                   | 2,570   | 2,235                    | 1,835 | 68%    | 12% | 11%    | 9%      |      |   |      |     |        |     |        |         |      |
| 2012-2013                               | 20,291                                | 21,022  | 217                     | 95% | 14,138                   | 2,931   | 2,201                    | 1,752 | 67%    | 14% | 10%    | 8%      |      |   |      |     |        |     |        |         |      |
| 2011-2012                               | 20,520                                | 21,769  | 240                     | 99% | 14,180                   | 2,774   | 2,335                    | 2,480 | 65%    | 13% | 11%    | 11%     |      |   |      |     |        |     |        |         |      |

This table identifies how long it takes Licensing and Certification Program's Field Operations to initiate and complete ERI cases related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations considers a case complete when it has fully completed the investigation and documented the case as completed in its database.

**Table Notes:**

- Column A shows the number of new ERIs Field Operations received during the respective reporting period.
- Column B shows the number of ERIs Field Operations completed during the respective reporting period, regardless of the reporting period in which the ERI was received.
- Columns C and D show the number of Immediate Jeopardy (IJ) ERIs received, and the percentage of those received that Field Operations initiated within 24 hours during the respective reporting period. (This includes all ERIs prioritized as level A by federal requirements upon intake.)
- Columns E through H show the range of days Field Operations took to complete open ERIs during the reporting period (E+F+G+H=B.)
- Columns I through L show the percentage of open ERI cases that Field Operations completed within specific intervals during the reporting period (I=E/B, J=F/B, K=G/B, L=H/B.) Numbers may not add to 100 due to rounding.

\*ERIs do not have mandatory timelines for initiation; Licensing and Certification Program's Field Operations makes every effort to initiate investigations all Immediate Jeopardy reports within 24 hours.



**California Department of Public Health**  
Center for Health Care Quality  
Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Entity Reported Incidents (ERIs)  
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**DISPOSITION**

|   | A                                     | B   | C                    | D                  | E  | F   | G   | H   |
|---|---------------------------------------|---|----------------------|--------------------|--|---|---|---|
| Reporting Period                        | ERIs Received During Reporting Period | ERIs Completed During Reporting Period (Regardless of Receipt Date) | Unsubstantiated ERIs | Substantiated ERIs | Substantiated ERIs as a Percentage of Total ERIs Completed | Total Deficiencies for All Substantiated ERIs | Average Deficiencies per Substantiated ERIs | Number of ERIs Referred to Other Entities |
| <b>Current State Fiscal Year</b>        |                                       |   |                      |                    |  |   |   |   |
| 2014-2015, Cumulative through Quarter 3 | 14,754                                | 13,530  | 2,959                | 4,826              | 36%  | 3,027   | 0.63  | 1,107                                     |
| <b>Previous State Fiscal Years</b>      |                                       |   |                      |                    |  |   |   |   |
| 2013-2014                               | 19,589                                | 20,905  | 4,610                | 6,853              | 33%  | 3,986   | 0.58  | 1,076                                     |
| 2012-2013                               | 20,291                                | 21,022  | 3,665                | 6,071              | 29%  | 3,008   | 0.50  | 779                                       |
| 2011-2012                               | 20,520                                | 21,769  | 3,256                | 5,961              | 27%  | 2,574   | 0.43  | 732                                       |
| <b>Totals</b>                           | <b>75,154</b>                         | <b>77,226</b>   | <b>14,490</b>        | <b>23,711</b>      | <b>31%</b>   | <b>12,595</b>                                 | <b>0.53</b>                                 | <b>3,694</b>                              |

This table identifies the disposition of completed ERI investigations reported by Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. An ERI is "substantiated" when, Licensing and Certification's Field Operations finds evidence the alleged event(s) occurred. If the investigation determines a substantiated ERI entails a facility's violation of state or federal regulation, Field Operations issues a deficiency to the facility. A substantiated ERI may result in one or more deficiencies or none at all if there was not a violation of state or federal regulation. "Unsubstantiated" ERIs most commonly involve resident to resident abuse allegations reported by the resident to a staff member and without witness; and/or events a facility reported in an abundance of caution, which surveyors later determine did not require reporting.

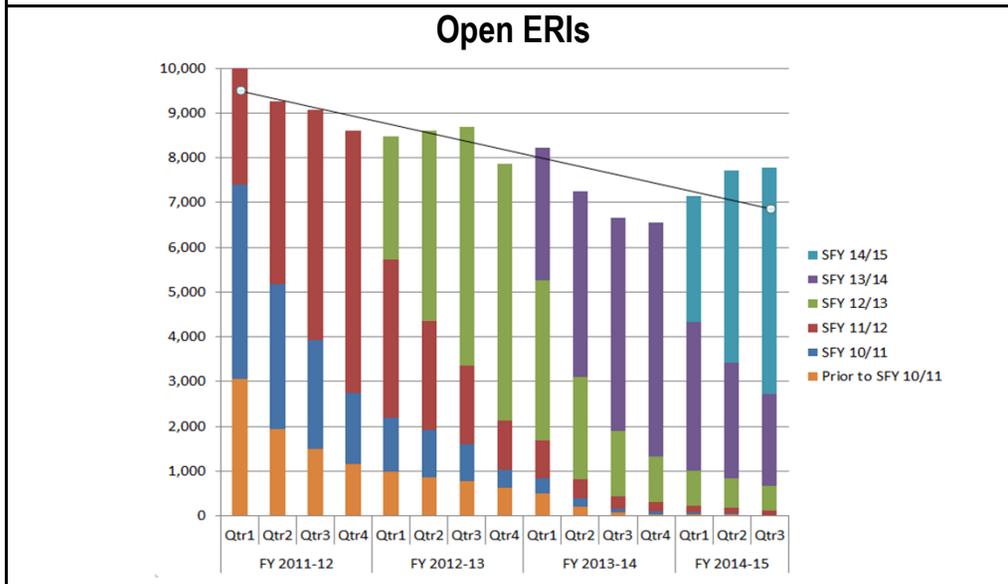
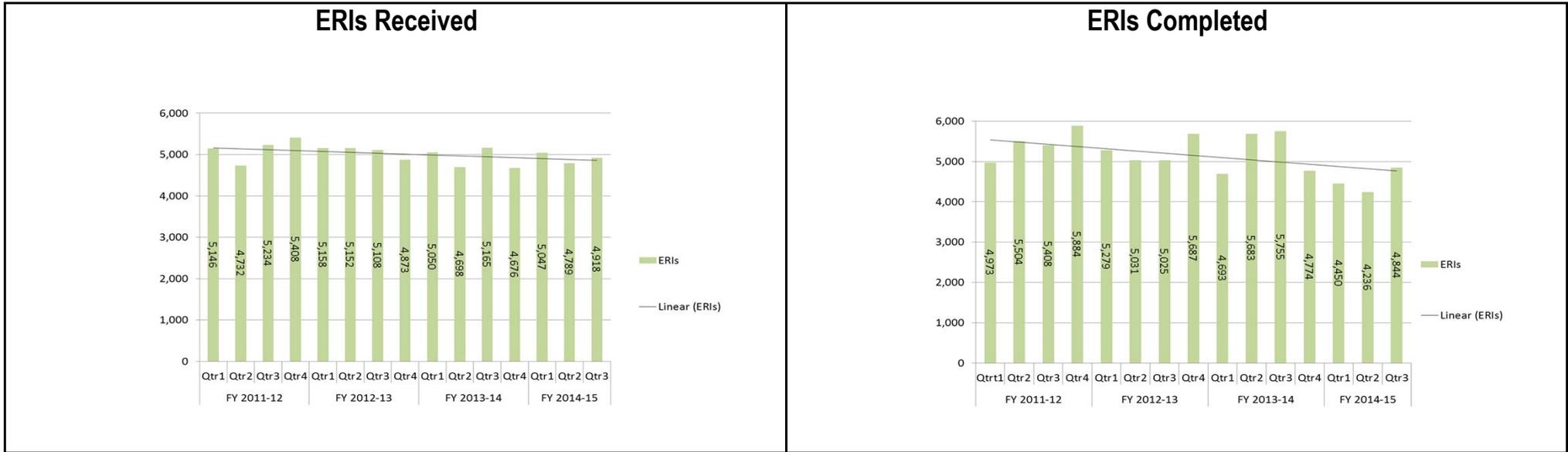
**Table Notes:**

- Column A shows the number of new ERIs Field Operations received during the respective reporting period.
- Column B shows the number of ERIs Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the ERIs.
- Columns C and D show the number of unsubstantiated and substantiated ERIs completed in a given reporting period.
- Column E shows the number of substantiated ERIs completed as percentage of all ERIs completed in a given reporting period (E=D/B).
- Column F shows the number of deficiencies Field Operations issued for all ERIs completed in a given reporting period. This is a preliminary count, final numbers will be published Q4.
- Column G shows the average number of deficiencies for each substantiated ERI (G=F/D).
- Column H shows the number of ERIs received in the given reporting period for which the electronic system shows Field Operations referred the ERI to an outside entity. These figures are likely understated as a result of inconsistent data entry.



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**Field Operations**  
Long-Term Care Health Facility Entity Reported Incidents (ERIs)  
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**Summary:** The trend over the past 15 quarters indicates that the number of ERIs CHCQ receives is declining, and that the number of ERIs that CHCQ completes is also declining. Still over the past 15 quarters, the trend reveals that CHCQ is decreasing the number of open cases, despite the past three quarters where the number of open cases has increased. CHCQ continues to identify methods for reducing the number of open ERIs.



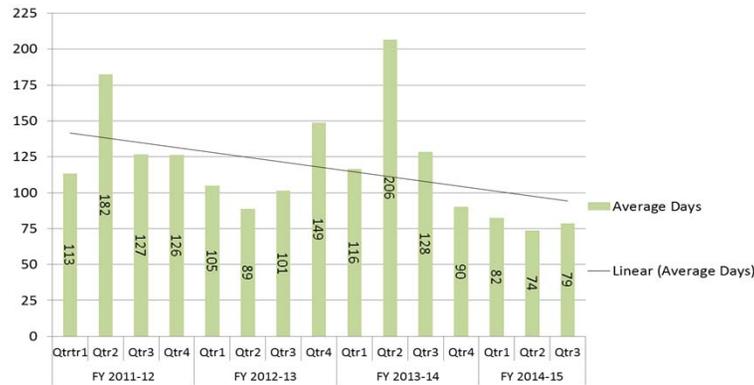
**California Department of Public Health**  
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 Licensing and Certification Program

**Field Operations**

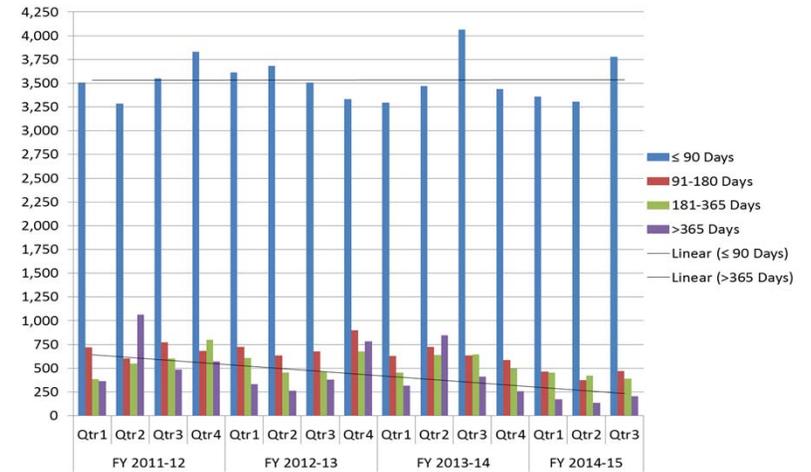
Long-Term Care Health Facility Entity Reported Incidents (ERIs)

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**Average Days from ERI Receipt to Completion**



**ERIs Completed by Intervals**



**Summary:** The “Average Days from ERI Receipt to Completion” table shows a steadily declining trend in the average number of business days it takes to complete an ERI.

The “ERIs Completed by Intervals” chart shows the number of cases completed by interval (<90 days, 91-180 days, 181-365 days, >365 days.) This chart shows a steadily declining trend in the number of cases completed in more than 365 days.

Quarters that have the greatest number of ERIs closed in the >365 day interval also have the greatest average days from receipt to completion of the ERI investigation.



**California Department of Public Health**  
Center for Health Care Quality  
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**Field Operations**  
Long-Term Care Health Facility Entity Reported Incidents (ERIs)  
by District Office

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**VOLUME**

|                             | A                                     | B   | C   | D            |
|-----------------------------|---------------------------------------|---|---|--------------|
| District Office / Statewide | ERIs Received During Reporting Period | ERIs Completed During Reporting Period (Regardless of Receipt Date) | Growth/Reduction in Open ERIs by Reporting Period | Open ERIs    |
| <b>California</b>           | <b>14,754</b>                         | <b>13,530</b>   | <b>1,224</b>                                      | <b>7,783</b> |
| Bakersfield                 | 1,021                                 | 974   | 47  | 125          |
| Chico                       | 422                                   | 288   | 134   | 435          |
| East Bay                    | 737                                   | 730   | 7   | 133          |
| Fresno                      | 1,455                                 | 1,454   | 1   | 201          |
| Los Angeles County          | 2,495                                 | 1,377   | 1,118   | 3,129        |
| Orange County               | 380                                   | 409   | -29   | 11           |
| Riverside                   | 630                                   | 714   | -84   | 166          |
| Sacramento                  | 1,355                                 | 1,355   | 0   | 174          |
| San Bernardino              | 959                                   | 991   | -32   | 295          |
| San Diego North             | 476                                   | 501   | -25   | 206          |
| San Diego South             | 372                                   | 328   | 44  | 177          |
| San Francisco               | 556                                   | 789   | -233  | 469          |
| San Jose                    | 519                                   | 500   | 19  | 96           |
| Santa Rosa/Redwood Coast    | 627                                   | 614   | 13  | 419          |
| State Facilities Section    | 2,211                                 | 1,987   | 224   | 1,624        |
| Ventura                     | 539                                   | 519   | 20  | 123          |



**California Department of Public Health**  
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**Field Operations**  
Long-Term Care Health Facility Entity Reported Incidents (ERIs)  
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Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**TIMELINESS**

| Reporting Period         | A                                     | B   | C                       |            | D                        | E   |              |            |            | F   |           |           |           | I   | J                        | K | L | M | N |
|--------------------------|---------------------------------------|---|-------------------------|------------|--------------------------|---|--------------|------------|------------|---|-----------|-----------|-----------|---|--------------------------|---|---|---|---|
|                          | ERIs Received During Reporting Period | ERIs Completed During Reporting Period (Regardless of Receipt Date) | Immediate Jeopardy (IJ) |            | Percent Initiated Timely | Number of ERIs Completed During Reporting Period by Working Days from Receipt to Completion |              |            |            | ERIs Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed During Reporting Period |           |           |           | Avg Days to Complete ERIs During Reporting Period | Average Age of Open ERIs |   |   |   |   |
|                          |                                       |   | (24 hours)              |            |                          | ≤90   | 91-180       | 181-365    | >365       | ≤90   | 91-180    | 181-365   | >365      |   |                          |   |   |   |   |
|                          |                                       |   | Number Received         |            |                          |   |              |            |            |   |           |           |           |   |                          |   |   |   |   |
| <b>California</b>        | <b>14,754</b>                         | <b>13,530</b>   | <b>352</b>              | <b>97%</b> | <b>10,439</b>            | <b>1,309</b>  | <b>1,269</b> | <b>513</b> | <b>77%</b> | <b>10%</b>  | <b>9%</b> | <b>4%</b> | <b>78</b> | <b>171</b>  |                          |   |   |   |   |
| Bakersfield              | 1,021                                 | 974   | 4                       | 100%       | 947                      | 17  | 9            | 1          | 97%        | 2%  | 1%        | 0%        | 18        | 25  |                          |   |   |   |   |
| Chico                    | 422                                   | 288   | 6                       | 100%       | 125                      | 103   | 52           | 8          | 43%        | 36%   | 18%       | 3%        | 126       | 134   |                          |   |   |   |   |
| East Bay                 | 737                                   | 730   | 5                       | 100%       | 682                      | 43  | 4            | 1          | 93%        | 6%  | 1%        | 0%        | 33        | 46  |                          |   |   |   |   |
| Fresno                   | 1,455                                 | 1,454   | 59                      | 93%        | 1,366                    | 66  | 21           | 1          | 94%        | 5%  | 1%        | 0%        | 26        | 60  |                          |   |   |   |   |
| Los Angeles County       | 2,495                                 | 1,377   | 133                     | 99%        | 842                      | 248   | 230          | 57         | 61%        | 18%   | 17%       | 4%        | 104       | 229   |                          |   |   |   |   |
| Orange County            | 380                                   | 409   | 1                       | 100%       | 405                      | 2   | 0            | 2          | 99%        | 0%  | 0%        | 0%        | 26        | 228   |                          |   |   |   |   |
| Riverside                | 630                                   | 714   | 8                       | 100%       | 544                      | 37  | 70           | 63         | 76%        | 5%  | 10%       | 9%        | 112       | 114   |                          |   |   |   |   |
| Sacramento               | 1,355                                 | 1,355   | 29                      | 100%       | 1,333                    | 18  | 3            | 1          | 98%        | 1%  | 0%        | 0%        | 26        | 20  |                          |   |   |   |   |
| San Bernardino           | 959                                   | 991   | 28                      | 86%        | 768                      | 148   | 60           | 15         | 77%        | 15%   | 6%        | 2%        | 60        | 114   |                          |   |   |   |   |
| San Diego North          | 476                                   | 501   | 20                      | 100%       | 373                      | 100   | 25           | 3          | 74%        | 20%   | 5%        | 1%        | 67        | 121   |                          |   |   |   |   |
| San Diego South          | 372                                   | 328   | 2                       | 100%       | 237                      | 66  | 24           | 1          | 72%        | 20%   | 7%        | 0%        | 62        | 99  |                          |   |   |   |   |
| San Francisco            | 556                                   | 789   | 0                       | 0%         | 357                      | 86  | 208          | 138        | 45%        | 11%   | 26%       | 17%       | 223       | 251   |                          |   |   |   |   |
| San Jose                 | 519                                   | 500   | 1                       | 100%       | 499                      | 1   | 0            | 0          | 100%       | 0%  | 0%        | 0%        | 23        | 23  |                          |   |   |   |   |
| Santa Rosa/Redwood Coast | 627                                   | 614   | 49                      | 98%        | 366                      | 80  | 111          | 57         | 60%        | 13%   | 18%       | 9%        | 126       | 162   |                          |   |   |   |   |
| State Facilities Section | 2,211                                 | 1,987   | 7                       | 100%       | 1,134                    | 267   | 439          | 147        | 57%        | 13%   | 22%       | 7%        | 131       | 150   |                          |   |   |   |   |
| Ventura                  | 539                                   | 519   | 0                       | 0%         | 461                      | 27  | 13           | 18         | 89%        | 5%  | 3%        | 3%        | 65        | 23  |                          |   |   |   |   |



**California Department of Public Health**  
 Center for Health Care Quality  
 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Entity Reported Incidents (ERIs)  
by District Office

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**DISPOSITION**

|                             | A                                     | B   | C                    | D                  | E  | F   | G   | H   |
|-----------------------------|---------------------------------------|---|----------------------|--------------------|--|---|---|---|
| District Office / Statewide | ERIs Received During Reporting Period | ERIs Completed During Reporting Period (Regardless of Receipt Date) | Unsubstantiated ERIs | Substantiated ERIs | Substantiated ERIs as a Percentage of Total ERIs Completed | Total Deficiencies for All Substantiated ERIs | Average Deficiencies per Substantiated ERIs | Number of ERIs Referred to Other Entities |
| <b>California</b>           | <b>14,754</b>                         | <b>13,530</b>   | <b>2,959</b>         | <b>4,826</b>       | <b>36%</b>   | <b>3,027</b>                                  | <b>0.63</b>                                 | <b>1,107</b>                              |
| Bakersfield                 | 1,021                                 | 974   | 74                   | 275                | 28%  | 129   | 0.47  | 28  |
| Chico                       | 422                                   | 288   | 81                   | 205                | 71%  | 291   | 1.42  | 193                                       |
| East Bay                    | 737                                   | 730   | 108                  | 284                | 39%  | 209   | 0.74  | 16  |
| Fresno                      | 1,455                                 | 1,454   | 151                  | 474                | 33%  | 446   | 0.94  | 14  |
| Los Angeles County          | 2,495                                 | 1,377   | 288                  | 397                | 29%  | 363   | 0.91  | 290                                       |
| Orange County               | 380                                   | 409   | 24                   | 34                 | 8%   | 43  | 1.26  | 6   |
| Riverside                   | 630                                   | 714   | 373                  | 100                | 14%  | 134   | 1.34  | 25  |
| Sacramento                  | 1,355                                 | 1,355   | 200                  | 397                | 29%  | 234   | 0.59  | 150                                       |
| San Bernardino              | 959                                   | 991   | 100                  | 295                | 30%  | 50  | 0.17  | 43  |
| San Diego North             | 476                                   | 501   | 325                  | 167                | 33%  | 40  | 0.24  | 14  |
| San Diego South             | 372                                   | 328   | 52                   | 157                | 48%  | 86  | 0.55  | 1   |
| San Francisco               | 556                                   | 789   | 206                  | 567                | 72%  | 31  | 0.05  | 53  |
| San Jose                    | 519                                   | 500   | 126                  | 371                | 74%  | 320   | 0.86  | 2   |
| Santa Rosa/Redwood Coast    | 627                                   | 614   | 131                  | 329                | 54%  | 299   | 0.91  | 26  |
| State Facilities Section    | 2,211                                 | 1,987   | 433                  | 696                | 35%  | 198   | 0.28  | 3   |
| Ventura                     | 539                                   | 519   | 287                  | 78                 | 15%  | 154   | 1.97  | 243                                       |



**California Department of Public Health**  
 Center for Health Care Quality  
 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility State Recertification Surveys  
 Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15 [Q2, FFY])**

**VOLUME, TIMELINESS, DISPOSITION**

| Reporting Period                           | LTC Facility Type   | A  | B   | C  | D                                |                    | E |
|--|---|--|---|--|----------------------------------|--------------------|---|
|  |   | Number of Certified Facilities Subject to Recertification by the end of each FFY | Number of Facilities Surveyed During Reporting Period | Percentage Completed During Reporting Period | Deficiencies Issued from Surveys |                    |   |
|  |   |  |   |  | Cumulative Number                | Average per Survey |   |
| <b>Current Federal Fiscal Year (FFY)</b>   |   |  |   |  |                                  |                    |   |
| 2014-2015, Cumulative through FFY Quarter2 | Intermediate Care Facility - Individuals with Intellectual Disabilities (ICF-IID) | 1,161  | 747   | 64%  | 3,037                            | 4.1                |   |
|  | Skilled Nursing Facility (SNF)  | 1,214  | 695   | 57%  | 5,906                            | 8.4                |   |
|  | <b>All LTC Total</b>  | <b>2,375</b>   | <b>1,442</b>  | <b>61%</b>                                   | <b>8,943</b>                     | <b>6.2</b>         |   |
| <b>Previous Federal Fiscal Years (FFY)</b> |   |  |   |  |                                  |                    |   |
| 2013-2014                                  | All LTC Total   | 2,370  | 2,288   | 97%  | 14,990                           | 6.6                |   |
| 2012-2013                                  | All LTC Total   | 2,369  | 2,368   | 100%   | 16,116                           | 6.8                |   |
| 2011-2012                                  | All LTC Total   | 2,367  | 2,367   | 100%   | 16,017                           | 6.8                |   |

This table describes the volume, timeliness, and disposition of recertification surveys of long-term care (LTC) facilities. All certified LTC facilities are due for a recertification survey each 15.9 months (42 CFR §488.308.) The ICF-IID category above includes all certified ICF-Developmentally Disabled (ICF-DD), ICF-DD-Habilitative (H), ICF-DD-Nursing (N), and ICF-DD-Continuous Nursing (CN) facilities. "Licensed-only" facility types that are not subject to recertification, including Congregate Living Health Facilities, Pediatric Day Health and Respite Care Facilities, are not included in this report.

**Table Notes:**

- Column A shows the number of long-term care facilities that are certified by the State of California and subject to recertification, by facility type. This includes distinct part facilities (data source: CASPER Reports 0820S-ICFIID and 0801S-SNF, April 1, 2015.)
- Column B shows the cumulative number of facilities surveyed from the beginning of the reporting period through the end of the FFY quarter being reported (data source: CASPER Reports 0820S-ICFIID and 0801S-SNF). The reporting period for federal recertification surveys is from June 1 of one year to September 30 of the following year. For reporting purposes, the FFY Q1 report will include facilities surveyed June 1 thru December 31 (7 months); the FFY Q2 report will count facilities surveyed June 1 - March 31 (10 months); the FFY Q3 report will count facilities surveyed June 1 - June 30 (13 months); and the FFY Q4 report will count facilities surveyed June 1 - September 30 (16 months.)
- Column C shows the percentage of surveys due by close of the FFY that were completed by close of the reporting period.
- Column D shows the total number of deficiencies (violations of statutory or regulatory requirements) issued for surveys (data source: QIES Workbench, April 13, 2015.) Licensing & Certification Program's Field Operations may identify one or more deficiencies in the course of a survey. This is a preliminary count, final numbers will be published Q4.
- Column E shows the average number of deficiencies issued per survey. Some facilities may be surveyed more than once per reporting period.



**California Department of Public Health**  
 Center for Health Care Quality  
 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility State Recertification Surveys  
by District Office

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15 [Q2, FFY])**

**VOLUME, TIMELINESS, DISPOSITION**

| District Office / Statewide | A  | B   | C  | D                                |                    | E |
|-----------------------------|--|---|--|----------------------------------|--------------------|---|
|                             | Number of Certified Facilities Subject to Recertification by the end of each FFY | Number of Facilities Surveyed During Reporting Period | Percentage Completed During Reporting Period | Deficiencies Issued from Surveys |                    |   |
|                             |  |   |  | Cumulative Number                | Average per Survey |   |
| <b>California</b>           | <b>2,375</b>   | <b>1,442</b>  | <b>61%</b>                                   | <b>8,943</b>                     | <b>6.2</b>         |   |
| Bakersfield                 | 102  | 67  | 66%  | 441                              | 6.6                |   |
| Chico                       | 78   | 32  | 41%  | 284                              | 8.6                |   |
| East Bay                    | 167  | 111   | 66%  | 584                              | 5.3                |   |
| Fresno                      | 147  | 99  | 67%  | 588                              | 5.9                |   |
| Los Angeles County          | 651  | 293   | 45%  | 2,099                            | 7.2                |   |
| Orange County               | 193  | 130   | 67%  | 964                              | 7.4                |   |
| Riverside                   | 124  | 91  | 73%  | 522                              | 5.7                |   |
| Sacramento                  | 158  | 120   | 76%  | 596                              | 5.0                |   |
| San Bernardino              | 161  | 122   | 76%  | 509                              | 4.2                |   |
| San Diego North             | 46   | 26  | 57%  | 138                              | 5.3                |   |
| San Diego South             | 141  | 81  | 57%  | 403                              | 5.0                |   |
| San Francisco               | 91   | 62  | 68%  | 359                              | 5.8                |   |
| San Jose                    | 89   | 63  | 71%  | 501                              | 8.0                |   |
| Santa Rosa/Redwood Coast    | 120  | 75  | 63%  | 467                              | 6.1                |   |
| State Facilities Section    | 12   | 5   | 42%  | 66                               | 13.2               |   |
| Ventura                     | 95   | 65  | 68%  | 422                              | 6.5                |   |



**California Department of Public Health**  
Center for Health Care Quality  
Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility State Relicensure Surveys  
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**VOLUME, TIMELINESS, DISPOSITION**

| Reporting Period                        | LTC Facility Type                               | Annualized Number of Licensed Facilities Subject to Relicensure | Number of Facilities Surveyed During Reporting Period | Percentage of Facilities with a Survey Completed During Reporting Period | Deficiencies Issued from Surveys |                    |
|---|---|---|---|--|----------------------------------|--------------------|
|   |   |   |   |  | Cumulative Number                | Average per Survey |
| <b>Current State Fiscal Year</b>        |   |   |   |  |                                  |                    |
| 2014-2015, Cumulative through Quarter 3 | Congregate Living Health Facility (CLHF)        | 40  | 1   | 3%   | 0                                | 0.0                |
|   | Intermediate Care Facility (ICF)                | 8   | 6   | 75%  | 80                               | 13.3               |
|   | Intermediate Care Facility - DD-H/N/CN          | 596   | 5   | 1%   | 5                                | 1.0                |
|   | Pediatric Care Health and Respite Care Facility | 8   | 0   | 0%   | 0                                | 0.0                |
|   | Skilled Nursing Facility (SNF)                  | 631   | 166   | 26%  | 856                              | 5.1                |
|   | <b>All LTC Total</b>                            | <b>1,282</b>  | <b>178</b>  | <b>14%</b>   | <b>941</b>                       | <b>5.3</b>         |
| <b>Previous State Fiscal Years</b>      |   |   |   |  |                                  |                    |
| 2013-2014                               | All LTC Total                                   | 1,281   | 209   | 16%  | 1,100                            | 4.9                |
| 2012-2013                               | All LTC Total                                   | 1,278   | 197   | 15%  | 977                              | 4.8                |
| 2011-2012                               | All LTC Total                                   | 1,280   | 228   | 18%  | 1,369                            | 5.8                |

This table describes the volume, timeliness, and disposition of relicensure surveys of long-term care (LTC) facilities. California Health and Safety Code section 1279 specifies that LTC re-licensure surveys should be conducted no less than once every two years and as often as necessary to ensure the quality of care being provided. The Intermediate Care Facility-DD-H/N/CN category above includes ICF-DD-Habilitative (H), ICF-DD-Nursing (N), ICF-DD-Continuous Nursing (CN.) (ICF-Individuals with Intellectual Disabilities (ICF-IID) facility classification is a certification category only.)

**Table Notes:**

- Column A shows the annualized number of licensed LTC facilities that are due for a re-licensure survey during the SFY, by facility type. This includes distinct part facilities. As all LTC facilities should receive a relicensure survey no less than every two years, the "annualized" number represents half of the total number of licensees.
- Column B shows the cumulative number of facilities surveyed from the beginning of the reporting period (July 1) through the end of the SFY quarter being reported (data source: Automated Survey Processing Environment [ASPEN].)
- Column C shows the percentage of surveys due by close of the SFY that were completed through close of the reporting period.
- Column D shows the total number of deficiencies (violations of statutory or regulatory requirements) issued for surveys. Licensing and Certification Program's Field Operations may identify one or more deficiencies in the course of a survey. This is a preliminary count, final numbers will be published Q4.
- Column E shows the average number of deficiencies issued per survey. Some facilities may be surveyed more than once per reporting period.



**California Department of Public Health**  
 Center for Health Care Quality  
 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility State Relicensure Surveys  
by District Office

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

**VOLUME, TIMELINESS, DISPOSITION**

| District Office / Statewide | A   | B   | C  | D                                |                    | E |
|-----------------------------|---|---|--|----------------------------------|--------------------|---|
|                             | Annualized Number of Licensed Facilities Subject to Relicensure | Number of Facilities Surveyed During Reporting Period | Percentage of Facilities with a Survey Completed During Reporting Period | Deficiencies Issued from Surveys |                    |   |
|                             |   |   |  | Cumulative Number                | Average per Survey |   |
| <b>California</b>           | <b>1,282</b>  | <b>178</b>  | <b>14%</b>   | <b>941</b>                       | <b>5.3</b>         |   |
| Bakersfield                 | 52  | 10  | 19%  | 63                               | 6.3                |   |
| Chico                       | 43  | 6   | 14%  | 23                               | 3.8                |   |
| East Bay                    | 88  | 12  | 14%  | 25                               | 2.1                |   |
| Fresno                      | 75  | 6   | 8%   | 19                               | 3.2                |   |
| Los Angeles County          | 363   | 7   | 2%   | 33                               | 4.7                |   |
| Orange County               | 101   | 11  | 11%  | 146                              | 13.3               |   |
| Riverside                   | 66  | 14  | 21%  | 45                               | 3.0                |   |
| Sacramento                  | 83  | 18  | 22%  | 76                               | 4.2                |   |
| San Bernardino              | 85  | 9   | 11%  | 24                               | 2.7                |   |
| San Diego North             | 30  | 8   | 27%  | 73                               | 9.1                |   |
| San Diego South             | 71  | 8   | 11%  | 42                               | 5.3                |   |
| San Francisco               | 51  | 10  | 20%  | 22                               | 2.2                |   |
| San Jose                    | 51  | 20  | 39%  | 85                               | 4.3                |   |
| Santa Rosa/Redwood Coast    | 63  | 15  | 24%  | 73                               | 4.9                |   |
| State Facilities Section    | 13  | 14  | 108%   | 159                              | 11.4               |   |
| Ventura                     | 51  | 10  | 20%  | 33                               | 3.3                |   |